

Napa County Farmworker Center Standards

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A. Guiding Principles

The Napa County Farmworker Center Standards are grounded in the following principles and values that promote the safety and dignity of all center lodgers and the staff operating the centers.

1. The health and safety of lodgers, volunteers and staff should be safeguarded within each center.
2. Lodgers' rights must be protected against all forms of discrimination.
3. The center will provide an atmosphere of dignity and respect for the Lodgers and provide services in a non-judgmental manner.
4. Center staff have access to confidential and sometimes protected personal information about lodgers. Protecting the privacy and confidentiality of lodgers and their personal information is of the utmost importance.
5. In order to provide effective center programs and services, Lodgers should be offered opportunities to be involved in service provision, program planning, development and evaluation, and policy development.
6. All Lodgers are entitled to just and standardized procedures for determining eligibility, admissions, sanctions and dismissals, and resolving grievances.
7. All Lodgers are entitled to enjoy the maximum amount of privacy within the constrictions of the center environment.
8. Centers are part of a larger network of affordable housing services and community-supporting agencies. Collaboration within this network is important to ensure effective and coordinated services.

These standards apply to all farmworker centers (centers) in Napa County receiving funding from the County in the form of loans, grants, annual contracts or fee-for-service reimbursement. These standards are subject to annual review and revision and center operators are encouraged to provide feedback on these standards and suggest future modifications.

B. Center Operations

1. Admission

All centers shall have clearly written and consistently implemented referral standards, admission policies, and hours of operation for new lodger admission. Centers must accept new lodger admissions (when center is open and beds are available) Monday through Friday for at least a four-hour period daily. Where feasible, admissions should be accepted on weekends.¹

2. Lodger Eligibility and Documentation

A Lodger must be 18 years or older and a farm worker employed by a farming entity in Napa County for a minimum of 20 hours per week at the time of application, and within 30 days after signing this agreement must provide Operator with evidence of farm employment, which can be a pay stub or letter from Lodger's farm employer.

3. Denial of Admission

Denial of admission to the center can only be based on the following reasons and is at the discretion of the Operator:

- Individual does not meet the basic eligibility criteria for center admission (e.g. not a farmworker employed in Napa County). A restraining order that prohibits admission to the facility.
- Violent or threatening behavior.
- Conduct from prior stay at the center that puts the health and safety of staff or lodgers at risk (e.g. violence, weapons violations and egregious damage to property).
- A documented unpaid balance from a prior stay at the center.

If an individual is denied entrance based on a prior stay the client must be informed of the reason, conditions for lifting the restriction and right to appeal, including whom to contact regarding an appeal and information about the appeal process. Additional requirements for communication regarding grievance and appeals procedures at the point of discharge are included in standard A.37.

4. Intake

Upon admissions, lodgers must be provided with copies of the following:

- Lodger Rights
- Written program rules
- Visitation policy
- Storage policy, including storage after exit
- Medication storage policy
- Grievance Procedure

5. Discharge

A. Reasons

Only the following reasons may be used as a basis for discharge from a center facility:

- Criminal activity, such as theft or destruction of property.
- Destruction of property.
- Restraining order precludes continued residence.
- Possession or brandishing of a weapon.
- Lodger behavior that endangers health or safety of lodgers or staff.
- Repeated interference with the rights of other lodgers to peaceful enjoyment of the facility.
- Loss of employment status by a farming entity in Napa County.
- Presence of infectious disease that significantly increases the risk of harm to other lodgers. Note that lodgers with lice or scabies or exhibiting symptoms of TB should be allowed to stay in center and sent to a health care provider for treatment as soon as possible. Precautions should be taken to avoid spread as feasible. Noncompliance with treatment or containment measures that endangers other lodgers may be cause for discharge.
- Individual requires care and supervision to manage their activities of daily living (feeding, toileting, selecting proper attire, grooming, maintaining continence, putting on clothes, bathing, walking and transferring) without appropriate supports available on-site. Individuals discharged due to care and supervision needs cannot be discharged to the streets.

B. Requirements

All centers must provide a written copy of the procedure for filing a grievance to the lodger when a lodger is involuntary discharged. If it is infeasible to provide the procedure at the time of discharge (e.g., the lodger is being removed by law enforcement) this requirement may be waived; however, if the lodger returns subsequently to the facility, the grievance procedure must be provided.

If a lodger may be denied future readmission as a result of the circumstances of discharge, the lodger must be informed of the reason, the conditions for lifting the restriction and right to appeal, including whom to contact regarding an appeal and information about the appeal process.

Unless the lodger poses an immediate threat to the health and safety of other lodgers and/or staff members, centers should avoid discharging lodgers at night.

Unless the lodger poses an immediate threat to the health and safety of other lodgers and/or staff members, involuntary discharges must be approved by a supervisor. During hours that there is no supervisor on site, there must be a supervisor available on call to approve discharge decisions. Approval may be given verbally but should be documented in case notes.

C. Storage of Belongings after Departure

Centers are not required to store belongings after a lodger leaves. Lodgers no longer staying at the center must remove all their belongings at the time of departure. The presence of an abandoned, wrecked, dismantled or inoperative vehicle or parts thereof, may be considered abandoned and subject to removal per County code ([Chapter 8.20](#)).

6. Hours

All centers must post hours of operation in a visible location. If the facility is open 24/7, lodgers must be allowed access to their possessions and to the facility common space at all times. If access to sleeping areas is not available during the day, accommodations should be made to allow access for those working second and third shifts, those who are ill, etc.

Centers should remain open 24/7 unless prohibited by inadequate funding or space limitations. As feasible, centers not open 24/7 must make reasonable accommodations to normal hours for illness, weather, disabilities, persons working second and third shifts, and other reasonable requests. Centers that serve children must permit 24-hour access to an area where children can nap.

A. Sleeping Hours

All Centers must provide facilities available to lodgers for sleeping for a minimum of eight (8) hours.

B. Curfew

If a center has a curfew policy, the policy must be clearly written and explained to lodgers at intake. The policy must be consistently enforced. Missing a curfew cannot be a reason for denial of entry or discharge unless the late arrival compromises the health or safety of other lodgers or staff or if the lodger's late arrival repeatedly interferes with the rights of other lodgers to peaceful enjoyment of the facility.

7. Lodger Rights & Responsibilities

Lodger rights must be provided in writing and posted in the facility. All program requirements must be consistent with these standards. Rights must include:

- Lodgers have the right to be treated with dignity and respect.
- Lodgers have the right to privacy within the constrictions of the center environment.
- Lodgers have the right to be treated with cultural sensitivity. Cultural sensitivity is defined as the awareness of understanding and respecting cultural differences and practices of individuals from diverse backgrounds.
- Services should be provided to lodgers only in the context of a professional relationship based on valid, informed consent.
- Lodgers should be clearly informed, in understandable language, about the purpose of the services being offered, including lodgers who are not literate and/or have limited-English proficiency.

- Lodgers have the right to confidentiality and information about when confidential information will be disclosed, to whom and for what purpose, as well as the right to deny disclosure, unless disclosure is required by law.
- Lodger responsibilities must be provided to each lodger in writing upon admission and posted in the facility in a visible location. This must include:
- A clear description of all center rules and potential consequences for violations of these rules.
- A “good neighbor” policy that outlines expected behavior to not interfere with the rights of other lodgers including the use of scented products when lodgers with chemical sensitivities are in residence.

8. Lodger Input

Centers shall provide lodgers with on-going opportunities to voice opinions, participate in program operation and programming, and make suggestions regarding programming and rules. This can be accomplished in a variety of ways including exit interviews, discharge surveys, one-on-one interviews, lodger surveys, lodger focus groups, inclusion of lodgers or farmworkers on the agency board of directors, having farmworkers, or former farmworkers, trained and hired as staff, and/or the creation of a lodgers’ advisory council.

9. Confidentiality

All centers must have confidentiality policies that make certain that files are kept in a secure or locked location and ensure that verbal communication of confidential information is done in such a way that avoids unintended disclosure.

10. Visitors

Centers must have and post a visitation policy. The visitation policy should also be provided in writing to each lodger upon entry into the center. Each center should determine the visitation policy for their site.

11. Language Access

Center staff must ensure that lodgers have access to interpreter services and that written materials are available in both English and Spanish.

12. Handling Lodger Mail

If a center provides mail service, sent and received mail must be handled in strict accordance with all applicable Federal laws.

13. Lodger Emergency Information

Center staff must collect emergency contact information and information about health needs upon admission that may impact an emergency response. Such information should be kept in a place accessible to on-duty staff in the event of an emergency.

14. Universal Precautions

Center staff must comply with universal precautions, proper sharps disposal and have a written policy in place governing protocols related to universal precautions.

15. First Aid Supplies

Basic first aid supplies must be always available on-site and accessible to center staff.

16. Weapons

All centers must have a weapons prohibition policy. Weapons include but are not limited to firearms, pepper spray, mace, and knives. Centers should use discretion when determining which types of knives should be prohibited. Centers may, but are not required to, have a mechanism for checking weapons upon entry.

17. Smoking

Per California law, Centers shall prohibit smoking indoors and reasonable efforts must be made to prevent smoke from entering buildings. No smoking should be allowed within 20 feet of center facilities unless this is infeasible due to layout of grounds. Centers are required to follow any local ordinances regarding smoking in public areas.

18. Accessibility

All centers must conform to all pertinent requirements of the Americans with Disabilities Act (ADA). See <https://www.ada.gov/pcatoolkit/chap7shelterchk.htm>.

Beds designated as accessible must comply with federal height and distance standards, as referenced in the ADA guidelines. Program documentation must be provided in forms accessible to hearing-impaired and sight-impaired individuals, upon request.

Centers that provide transportation for lodgers must also make provisions for lodgers who need vehicles that are wheelchair accessible.

19. Pets & Service Animals

Centers must have a policy regarding whether pets are allowed in the facility. Per ADA requirements, centers must make reasonable accommodation for service animals. Additional information regarding ADA requirements for service animals from the U.S. Department of Justice is included in https://www.ada.gov/service_animals_2010.htm.

20. Non-Discrimination/Reasonable Accommodation

All centers must have policies on non-discrimination and reasonable accommodation and make reasonable modifications in programs, activities and services when necessary to ensure equal access to individuals with disabilities, unless fundamental alteration in the nature of the program would result from the accommodation.

Programs will comply with the accessibility requirements of the Fair Housing Act (24 CFR part 100), Section 504 of the Rehabilitation Act of 1973 (24 CFR part 8), and Titles II and III of the Americans with Disabilities Act, as applicable (28 CFR parts 35 and 36). Programs shall comply with applicable civil rights laws, including the nondiscrimination and equal opportunity requirements in the Fair Housing Act, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act.

21. Grievance

All centers must have a written grievance and complaint protocol that is provided to each lodger upon intake and is publicly posted in a location visible to lodgers. The protocol must include:

- The opportunity for lodgers to present their case before a neutral decision-maker (a supervisor or manager who was not directly involved in the incident or situation of the grievance)
- Accommodation of third-party advocates in the grievance process. Reasonable efforts must be made to coordinate with a lodger's advocate to schedule the appeal.
- A requirement that lodgers be given a written response to their grievance within a reasonable time frame.
- A provision that when a lodger files a grievance related to his/her ability to stay in the center the action is suspended until the grievance process is completed unless allowing the lodger's continued residence poses a risk to the health and safety of other lodgers and/or staff.
- An appeals procedure that allows lodgers to appeal, at a minimum, decisions related to admissions denials for cause, terminations and disciplinary actions.
- Provisions for providing lodgers with information about any subsequent appeals process available through any funding agency.

22. Environmental Health Regulations

All centers must have an emergency response plan. This emergency response plan shall be submitted, reviewed and approved by Napa County staff. The approved emergency response plan shall be posted in a common area, easily identifiable by all lodgers.

All centers must have a valid permit to operate congregate farmworker housing per Environmental Health regulations, and ensure they are abiding by all regulations.

23. Abuse Reporting

All centers must have a policy that details any legal duties to report child or elder abuse and a written plan and process for reporting such abuse to the appropriate reporting agency.

24. Drug & Alcohol Use/Possession

Centers must have a policy prohibiting the possession, use or distribution of alcohol or illegal drugs on the premises. If alcohol or drugs are found, lodgers should be given the opportunity to dispose of the prohibited substance or leave the center for that night if they do not wish to

dispose of the prohibited substance. A single violation of this policy cannot be a reason for discharge unless the violation compromises the health or safety of other lodgers or staff or repeatedly interferes with the rights of other lodgers to peaceful enjoyment of the facility. Repeated violations of use or distribution of alcohol or illegal drugs may result in the discharge of a lodger.

Being under the influence on-site may not be the basis for discharge. Discharge must be based on specific behaviors that meet the standard for discharge as described in standard 5A, Discharge Reasons.

25. Reportable Infectious Disease

All centers must have policies for responding to infectious disease with staff trained in infectious disease response in place. See [Reportable Diseases](#) for a full listing of reportable diseases. These policies must include protocols for:

- Making referrals to health care providers when a lodger shows symptom of reportable diseases.
- Notifying lodgers when there is a possibility that they were exposed to a reportable disease that is spread through casual contact.
- Policies on lodger confidentiality related to reportable diseases.
- Protocols for responding to any identified communicable disease, including consultation with a medical professional when determining if a lodger is infected with a contagious communicable disease that might seriously endanger the health of other lodgers.
- Reporting to local public health department

An infectious disease that significantly increases the risk of harm to other lodgers may be a reason for denial or discharge. Noncompliance with treatment or containment measures that endangers other lodgers may be cause for discharge.

Centers must comply with California Code of Regulations, Title 8, Section 5199, regarding Aerosol Transmissible Diseases (ATD) control and worker and client safety expectations: <http://www.dir.ca.gov/title8/5199.HTML>.

26. Search of Lodgers Possessions

All centers must have a policy and procedures in place governing how and when searches of lodgers' private possessions may be conducted. Searches may only be conducted when there is "probable cause" to believe that the person has in his or her possession something which may jeopardize the safety of other lodgers or staff, including a weapon, or illegal material, including illegal drugs, or something which is interfering with the peaceful enjoyment of the facility of other lodgers such as food that is attracting vermin. If the person does not consent to the search, and "probable cause" exists to search, the person must be given the choice of being discharged or being searched.

C. Staffing Requirements

1. Staff on Duty

Centers shall have adequate staffing levels to operate safely.

2. First Aid Capacity

There must be at least one staff person on duty at all times trained in emergency first aid and CPR. The County will arrange for first aid and CPR training for center staff. This standard will not be in effect until such arrangements have been made.

3. Hiring

Centers must conduct criminal background checks on all staff members. Each operator shall have a policy regarding when criminal history would disqualify an applicant from hiring that considers the responsibilities of the position to be filled, the population to be served (e.g., will the position be interacting with minors), the nature, severity and recentness of the crime, and evidence of rehabilitation.

D. Staff Training

1. Document Training

Center operators should maintain a log or other similar record of trainings each staff member has successfully completed. This may be maintained in the personnel file or through a separate tracking system.

2. Required Training

The following trainings must be provided to all staff within 30 days of hire.

- Confidentiality protocols
- Crisis prevention and/or verbal de-escalation
- Mandatory reporting requirements related to child if the center allows children in lodging
- Universal precautions/infectious disease prevention
- If meals are provided onsite, proper food handling and storage if required by law. State law requires all food handlers in the state of California have a California Food Handler Card. New hires have 30 days from the date of hire to obtain a card. Online training is available through ServSafe and other vendors.
- Anti-discrimination/reasonable accommodation training including accommodation of transgender lodgers.
- Center policies and procedures
- Emergency evacuation procedures and fire safety

3. Recommended Training

Napa County will explore offering the following trainings to all providers who are subject to these standards. These trainings are not required until further guidance has been issued by the County; however, they may be mandated at a future time.

- Ethics/boundaries
- First Aid and CPR (at least one trained staff on site as required in standard B3). First aid certification must be renewed as indicated by training provider.
- Mental health issues in the homeless population.
- Domestic violence recognition and referral
- Overdose detection and response
- Harm reduction approach to substance use disorders
- Diversity awareness/humility training/cultural competence

E. Food Service

1. Sanitary Facilities

All Centers that either prepare and serve meals or provide areas for lodgers to prepare and consume their own meals must ensure that all areas used for food storage and preparation are sanitary. Kitchen and dining areas must be kept clean and comply with all relevant health codes.

2. Donated Food

Programs that serve food prepared off site by regular donors must provide donors with a handout that details the requirements for food preparation. All food donors must read and sign the handout to confirm knowledge of the standards and must provide current contact information.

3. Meal Schedule

If meals are served, a meal schedule must be posted.

4. Dietary Modifications

If meals are served or food is provided for lodgers to use to prepare their own meals, centers must make dietary modifications and/or provide appropriate food options based on lodgers' health, religious, and/or cultural practices.

As feasible, food provided should promote healthy eating.

5. Dining Facilities

Centers must provide a table and chairs if food is served.

F. Physical Plant

1. Basic Building Standards and Fire Safety

All facilities must comply with all applicable building and fire codes. Evidence of compliance with those codes must be provided. The center building must be structurally sound to protect lodgers from the elements and not pose any threat to health and safety of the lodgers.

Facilities must have annual fire inspections conducted by the fire department and conduct regular fire drills.

Training must be provided to staff on fire safety.

2. Safety Standards

Centers must comply with state and local health, environmental and safety standards.

3. Toilets/Washbasins

Centers must provide sufficient toilets and wash basins with warm and cold running water. The lodger to toilet ratio must be 1 toilet/15 lodgers or 1:30 if over 100 lodgers.

4. Showers

Centers must make a reasonable supply of showers available or provide referrals to community shower access. The lodger to shower ratio must be 1 shower/20 lodgers (excluding infants)

5. Hygiene Products

Centers must provide toilet tissue.

6. Beds/Linens

Centers must provide a bed and a, clean mattress.

7. Drinking Water

Centers must always provide access to drinking water.

8. Outlet Access

Centers must provide access to electrical outlets for charging cell phones and medical equipment.

9. Cleanliness

Bath/toilet areas, hallways, and other common use areas must be cleaned daily. Centers must have proper trash receptacles that are emptied regularly.

Both the interior and exterior of the facility must be free of debris, clutter, and unsanitary items and there must be no obvious safety risks.

10. Pest Control

Centers must ensure adequate provision of pest control services.

Centers must have a protocol in place for the prevention and control of bed bugs. (See <https://www.cdc.gov/parasites/bedbugs/> for best practices related to bed-bug prevention).

24-hour notice must be provided to lodgers of pest control activities unless the type and degree of infestation requires an immediate response (e.g., bed bugs).

11. Maintenance and Repair

Facilities must be maintained in good repair. The general appearance of the building must be well maintained. There must be a written housekeeping and maintenance plan.

Centers must post the process for reporting maintenance concerns, acknowledge issues reported within two days, and identify the timeframe for addressing the concern. Emergency maintenance items must be immediately addressed.

12. Phone Access

A telephone must be available to staff for emergencies. Emergency numbers should be posted by the telephone or otherwise made available to on duty staff.

Centers must take emergency phone messages and messages from service providers for lodgers in residence. If the center has periods where no staff are on duty, there must be a phone available to lodgers for emergencies with information posted nearby with emergency numbers.

13. Hazardous Materials

Centers must label all chemicals and cleaning supplies and keep all such materials out of reach of children. Any hazardous materials must be stored separate from food.

14. Entrances & Exits

Exits must be clearly marked and must be kept clear of blockage and tripping hazards.

All steps must have handrails as required by applicable codes. Steps must have treads or similar accommodation to prevent slipping.

Exit signage must be consistent with all applicable codes.

15. Agency Vehicle

If a center maintains a vehicle used for lodger transport, the vehicle must be properly maintained, licensed and insured. All drivers must be properly licensed.

Provisions must be made to provide equal access to transportation services to disabled lodgers.

G. Support Services

1. Health Services Access

Center staff should encourage lodgers to obtain and maintain health insurance, obtain a primary care provider and access immunization service. This must include publicly posting or otherwise making available information on health-related services.

2. Service Linkage

Centers are strongly encouraged to provide or link participants to drug and alcohol services, mental health services, life skills services, employment services, money management/credit counseling, parenting support and other services as needed.

H. Administration

1. Recordkeeping

Centers, at minimum shall maintain the following information:

- Lodger Name
- Date of entry
- Date of exit
- Reason for exit
- Payment tracking information

Lodger data shall be kept for seven two (2) years minimum. After which, it can be destroyed.

2. Fiscal System

The agency must have an accounting system that is maintained in accordance with Generally Accepted Accounting Principles (GAAP).

The center shall have internal fiscal control procedures that are reviewed and approved by its Board of Directors (as applicable) and Napa County staff.